

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

November 4, 2013
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:40 – 9:45	Clinical Quality Improvement ➤ OMD Report	C. Eisen
IV	9:45 – 9:50	PRO	M. Hernandez
V	9:50 – 9:55	QA vs. QI	N. Kasarabada
VI	9:55 – 10:05	SA QI Profile, Referrals from ACCESS Center	N. Kasarabada
VII	10:05 – 10:10	EPSDT Report & MHSIP Report 2012 Update	V. Joshi
VIII	10:10 – 10:20	Policy Update – Office of Compliance	C. Pham
IX	10:20 – 10:25	Medication Services Status Report	T. Beyer
X	10:25 – 10:30	Announcements:	

Next Meeting
December 9, 2013
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	November 4, 2013	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D.			
Members Present	Alan Lert; Alyssa Bray; Amy Graber; Anahid Assatourian; Barbara Paradise; Bertrand Levesque; Cindy Pham; Claudia Fierro; Debra Mahoney; Doris Benosa; Elizabeth Gildemontes; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Kimber Salvaggio; Kumar Menon; Leticia Ximenez; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Michael Tredinnick; Michele Munde; Michelle Rittel; Monika Johnson; Monique Goodindg; Naga Kasarabada; Ruth Mandermach; Timothy Beyer; Vandana Joshi			
Excused/Absent Members	Angela Kahn; Ann Lee; Carol Eisen; Debi Berzon-Leitelt; Elizabeth Owens; Jessica Wilkins; Kari Thompson; Lisa Harvey; Misty Aronoff; Sandra Chang-Ptasinski; Staci Atkins; Trudy Washington			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m. Dr. Kasarabada introduced Cindy Pham from the Office of Compliance who would be joining the DMH QIC to provide updates on policies at the monthly meetings. She also welcomed the interns from the OMD office.		Introductions were made.	N. Kasarabada
Review of Minutes	The September minutes were reviewed.		Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	SA 1: Dark last month.	Next meeting: November 5, 2013.	B. Paradise
	SA 2 Adult: Dark in October.	Next meeting: November Meeting is cancelled.	K. Salvaggio
	SA 2 Children: No report.		M. Rittel
	SA 3: Dark in October. Information from the previous Dept. QIC meeting was disseminated.	Next meeting: November 7, 2013. Auditor Controller Officer will present at next meeting.	B. Levesque
	SA 4: Information from previous Dept. QIC meeting was disseminated. Mr. Hernandez from PRO presented. Very helpful presentation. Leah Carrol, is no longer the Co-Chair for SA 4.	Next meeting: November 19, 2013.	A. Bray
	SA 5: Dark in October. Patient Rights Office presented in September. Strongly emphasized the use of new forms.	Next meeting: November 5, 2013.	M. Johnson
	SA 6: Dark in October.	Next meeting: November 21, 2013.	S. Atkins
	SA 7: Members discussed potential QI project. Currently working at procedures to see how we can improve the overall quality in Service Area 7.	Next meeting: November 12, 2013.	L. Ayala

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	SA 8: Mr. Hernandez from PRO presented on Grievance materials, NOA's and Beneficiary forms. Sukeda Day, from the Auditor Controller Office presented on Common Findings in MH documentation.	Next meeting: November 20, 2013.	M. Munde
Countywide Children's	Dark in October. Debra Mahoney is the new Chair for the Countywide Children's.	Next meeting: November 14, 2013. Mr. Hernandez from PRO will be presenting.	D. Mahony
Cultural Competency Committee	Cultural Competency Unit is accepting nominations to elect/or re-elect the new co-chairs. Ms. Diaz from the PSB-WET Program will be presenting on the workforce three year plans. Dr. Innes-Gomberg will be presenting on MHSA Implementation Outcomes, specifically on Cultural Competency issues.	Next meeting: November 13, 2013. A retreat will be held on December 11, 2013. 695 S. Vermont Ave., 15 th Floor at 1:30 – 3:30 pm., to discuss the goals and objectives for the coming year.	L. Ximenez
Clinical Issues OMD Scheduling Clinical Appointments Policy #202.43	Ms. O'Donnell reported on the new Scheduling Clinical Appointments and Associated Documentation Policy. It is being revised to define the number of days from the request to the scheduled appointment to be 30 calendar days.	This seems to be a standard measure in health care and is how we measure for statistical purposes.	M. O'Donnell
Patients' Rights Office (PRO)	PRO continues to disseminate information on beneficiary rights and state regulations. Currently working with QA to develop their ratio. FAQ is completed, it went to Deputy Directors for final approval. NOA's E is posted on the Intranet. Waiting to be uploaded to the Internet. Dr. Kasarabada requested Mr. Hernandez to send her information related to the FAQs to be posted on the PSB-QID website. Upon receipt, this will be sent to SA QIC chairs to disseminate this to providers.	All Patients' Rights Office forms should be requested via PRO and will be directed to the warehouse. This is to ensure the current and updated forms are being requested.	M. Hernandez

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QA vs. QI	Dr. Kasarabada distributed handouts of the differences between QA vs. QI, SA QI Committee & QI profile and reviewed this information. Quality Assurance is usually associated with monitoring compliance with regulations. Quality Improvement is a process whereby a mental health provider continuously works to enhance the quality of mental health services above the basic level of quality achieved by its quality assurance activities.	Dr. Kasarabada requested SA QIC chairs to review & distribute this information at the SA QICs & to ensure all guidelines for QICs listed are being followed.	N. Kasarabada
SA QI Profile, Referrals from ACCESS Center	<p>Dr. Kasarabada explained that information on follow up related to referrals received from the ACCESS Center by providers is being gathered via a survey. Some of the QIC Chairs expressed that the providers occasionally receive referrals not appropriate to the specific population served by the provider (age group, specialty mental health service) and have not been able to follow up with ACCESS Center. Dr. Kasarabada requested Dr. Michael Tredinnick, Supervising Psychologist from the ACCESS Center to be the point person for questions regarding referrals received from the ACCESS Center & he kindly agreed.</p> <p>This Survey on ACCESS Center referrals was distributed to QIC members and is to be shared with providers via email. Dr. Kasarabada requested SA QIC chairs to email the survey to the SA QIC members & request a response. Summary of each SA QIC members responses will be presented at the December QIC meeting.</p>	<p>Ms. Gonzalez will send copy of the survey to all QIC members. SA QIC members will be announcing that Dr. Tredinnick from the ACCESS Center is the contact person if providers have any questions regarding referrals. Michael Tredinnick's contact information is: (562) 565-6397 or email mtredinnick@dmh.lacounty.gov.</p> <p>Information gathered from these surveys from SA QICs will be used for quality improvement in the area of "access". The feedback provided will be reviewed to identify problem areas & address these to improve timely access to clients who were referred by the ACCESS Center.</p>	N. Kasarabada M. Gonzalez

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
EPSDT Report & MHSIP Report 2012 Update	Dr. Joshi provided an update on the 2012 MHSIP report. The August 2013 survey period is now over and completed surveys are being scanned and submitted to the state. A total of 12,844 scanned surveys were received and scanned.	August 2012 Survey data by legal entity has been made available to SA Liaisons. Please ensure that agency data is available from the respective QI Liaisons.	V. Joshi
Policy Update – Office of Compliance	Ms. Pham from Compliance Office provided an update on pending policies to be updated and distributed the handout.	Any requested changes will be presented to Ms. Julie from Compliance Office.	C. Pham
Medication Services Status Report	Dr. Beyer distributed the Medication Services Status Report. Report describes the progress of the QI Work Plan Goals.	Report will be posted on the website. Summary Peer Report is also posted on the website.	T. Beyer
Announcements:	➤ The CAEQRO annual review will be from April 28, through May 1, 2014. Two Service Areas (SAs) will be reviewed, CAEQRO will notify DMH on the SAs selected for review at a later time.		
Handouts:	➤ SA Quality Improvement Committee ➤ QA vs. QI ➤ Survey on Access Center Referrals ➤ Medication Services Status Report ➤ Policy Updates		
Next Meeting:	December 9, 2013		

Respectfully Submitted,

Naga Kasarabada, Ph.D.